

AMENDMENT

Amendments to the Specification:

Please delete paragraph [0001] and renumber the remaining paragraphs accordingly.

Additionally, please amend the text of the followings paragraphs as shown:

~~[0003] The present invention seeks~~ [0002] Disclosed embodiments seek to cater to those needs by delivering web-based client configurable and customizable customer service enterprise business solutions in a service based model. ~~It allows~~ The embodiments allow end users to customize to their own environment any of a number of web-based customer service business solutions in few simple steps, in a matter of few minutes. ~~They present inventions~~ thus makes it very easy to acquire, customize and run as a service customer service business applications "on the fly" with no need to have the internal IT resources to "program" those customizations or the equipment to run and support those business solutions. Furthermore, those customizations done by the end user without having to make changes to the code are stored in database files and are thus carried by future releases.

~~[0004] The present invention~~ [0003] An exemplary embodiment is used as follows. A user within an organization, typically one with decision-making authority, identifies a business need within the organization. The user goes to a central location on the network where a number of software business solutions are offered as a service. The user then proceeds to provide information that allows the system to customize the business solution to cater to the organization's needs.

~~[0010] [0009] In summary, the present invention is a tool~~ is disclosed that empowers users to rapidly customize business solutions and run them as a service over the Internet with no need to acquire any physical software and without any programming know-how.

{0011} [0010] The ~~present invention~~ disclosed embodiments provides a system and method for end-users to select, configure and customize customer service business solutions offered as a service over a network.

{0012} [0011] FIG. 1A illustrates the architecture of ~~the present invention~~ an embodiment.

{0013} [0012] FIG. 1B illustrates the overall sign-up, configuration and customization flow of ~~the present invention~~ an embodiment.

{0031} [0030] FIG. 19 illustrates a screen that allows an expert to be activated in a certain sub-category or allows a sub-category to be deleted as an area of expertise for the expert. The screen also has a link to the screen that allows categories to be added as expertise areas for the expert ~~illustrated~~ illustrated in FIG. 15.

{0034} [0033] FIG. 22 illustrates the system administration login screen for the ~~system~~ system admin to make ongoing changes and administer the business solution.

{0035} [0034] FIG. 23 illustrates the ~~system~~ system admin menu where the system admin makes changes and administer the business solution.

{0038} [0037] The term "admin" or "administrator" shall be taken to refer to any entity, human or automated, that is affiliated with the client and participates in a transaction, communication or process through ~~the present invention~~ an embodiment to configure and customize a customer service business solution that can be used by the client to communicate and service its customers.

{0041} [0040] Referring to FIG. 1A, the overall architecture of ~~the present invention~~ an embodiment is illustrated. A client, here shown simply as client 10 may wish to use a

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customized business solution to communicate and service its customers. Client 10 uses a network 12, preferably the Internet although this is not meant as a limitation, to go to the business solutions server 14. The business solutions server 14 accesses a number of databases storing files on computer-readable media that pertain to customizing and later using those solutions. Those include, but are not limited to, a clients database 16 where pertinent data about the clients who use the business solutions to service their customers reside, a business solutions database 18 where pertinent data about the business solutions offered reside, a clients' customers database 20 where pertinent information about the client's customers reside, an expert database 22 where pertinent information about the client's customer service ~~reprovider~~ representatives reside, and a categories database 24 and sub-categories database 26 where pertinent information about the client's serviced categories and sub-categories reside. The server 14 further comprises instructions for allowing the client 10 to customize the text fields used by the business solution to generate communication messages.

[0042] [0041] Referring now to FIG. 1B, the overall client sign-up, selection and customization of the customer service business solutions flow of ~~the present invention~~ an embodiment is illustrated. When a new client accesses the business solutions site 96, the client is directed to sign-up 100. An existing client can login and start using the customer service solution that has already been customized 130.

[0050] [0049] Referring now to FIG. 2 the main login screen is illustrated. For new clients, a link 178 below the login form 170 allows them to navigate to the various steps of ~~the present invention~~ an embodiment where they can configure and customize the customer service solution that caters to their specific business environment. Existing clients (Experts) 172 and their customers (Users) 174 would use the login form 170 to access the customized solution and the client administrator would use the "To System Administration" button 176 to access the administration functions of the business solution.

[0051] [0050] In FIG. 3 the new client sign up data entry sheet (form) 180 of ~~the present invention~~ an embodiment is illustrated. The sign-up form 180 consists of, but is not limited to, 3 sections. The first section 182 consists of information relevant to the client organization. As an example and without limitations, the organization info section 182 includes data entry information for the name and complete address of the client organization.

[0052] [0051] The second section 184 of sign up form 180 consists of information relevant to the top-level selection and customization of the customer service business solution of interest. In this section the client selects from a drop-down menu a business solution that caters to its specific customer service needs 188. As examples and without limitation such customer service solutions include a helpdesk solution, a generic customer service solution, a solution catered to the medical community, a solution catered to supporting clinical trials, a solution catered to support the linguistic community and other customer service applications that have been made available as client customizable solutions through ~~the present invention~~ various embodiments.

[0056] [0055] In FIG. 4 a summary 204 of the newly created custom business solution is illustrated. By clicking on the continue button 206, the client navigates through the other customization steps of ~~the present invention~~ an embodiment which require the client to login with the administrator account created earlier 186. FIG. 5 illustrates the administrator login form 208 where the client enters the userID and password of the administrator account and clicks the OK button to proceed.

[0060] [0059] FIG. 8 illustrates the customization dashboard 500 with a check mark 236 next to the "Add Users to your Solution" section thus showing that this customization section has been completed. The client can thus now move to the next step of the customization namely adding categories by ~~clicking~~ clicking on the "Add Category" button 238.

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[0070] [0069] The system and method embodiments of the present invention can also be used in a general way to customize and run other type of software solutions ~~in a over~~ a network variety of other areas not related to customer service. Thus the customer service ~~appl~~-application of the disclosed embodiments are present invention is not meant as a limitation but is illustrative of the concept of clients being able to select from a wide variety of customer service ~~busisolutions~~ business solutions and to customize the selected application to their specific environment via a network in a few simple steps.

[0071] [0070] It will therefore be apparent to those skilled in the art that other variations of embodiments for the present invention in customizing all sort of software applications via a network can be achieved without departing from the scope ~~of the invention~~ as disclosed.